

ISLE OF ANGLESEY COUNTY COUNCIL	
<b>Report to:</b>	Governance and Audit Committee
<b>Date:</b>	30 September 2025
<b>Subject:</b>	Annual Corporate Health & Safety Report 2024-25
<b>Head of Service:</b>	Christian Branch Head of Regulation and Economic <a href="mailto:ChristianBranch@anglesey.gov.wales">ChristianBranch@anglesey.gov.wales</a>
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<b>Nature and Reason for Reporting:</b> The Governance and Audit Committee's Terms of Reference has an explicit requirement for the Committee to receive an annual assurance report regarding Corporate Health and Safety (3.4.8.7.3) as part of its wider consideration of the Council's assurance framework (3.4.8.7.1). As part of its considerations, the Committee is required to ensure there is clarity of what assurance is provided, that there is a clear allocation of responsibility for providing assurance and duplication is avoided (3.4.8.7.2). The Committee is also required to keep up to date with significant areas of strategic risks and major operational and project risks (3.4.8.8.1).	

## 1. Introduction

- 1.1 This report updates the Committee, as at 31 March 2025, on the Council's activities with regards Corporate Health and Safety during 2024-25.
- 1.2 The report provides an overview of the health and safety activity at the Council during the period, including an analysis of accident and incidents and key achievements. It also sets out an action plan for the following year.

## 2. Recommendation

2.1 That the Governance and Audit Committee:

- Considers whether the Council's activities regarding Corporate Health and Safety adequately address the risks and priorities of the Council
- Takes assurance that reasonable measures are in place to manage health and safety risks to an acceptable level.



# Council Health and Safety Annual Report 2024 / 25

Outlines the health and safety performance of the Council

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## **Executive Summary**

This report provides an overview of the Council's health and safety performance during 2024/25.

During the 2024/25 reporting period, a wide range of accidents and incidents were recorded across Council Services, with classifications spanning Minor, Serious, and RIDDOR-reportable events. The data highlights key areas of concern and operational focus, particularly within Education and Social Care environments.

Recent council data highlights a concerning upward trend in incidents of violence and abuse directed at staff, including verbal threats and intimidation. This pattern, coupled with a notable rise in physical assaults compared to previous years, underscores the urgent need to strengthen safeguarding measures for both pupils and frontline colleagues. Together, these developments raise critical considerations for staff welfare, operational resilience, and the safe delivery of public services.

## 1. Introduction

The Council's Health and Safety Policy includes a commitment to the preparation and publication of an Annual Health and Safety Report.

The Welsh Local Government Association (WLGA) has developed a framework and guidance for the production of an Annual Health and Safety Performance Report. The framework and guidance provide a series of headings to assist with the reporting of health and safety performance. This framework was not intended to be a comprehensive analysis of health and safety but should assist in identifying the commitment, ability and direction of the management of occupational health and safety. This report follows the format provided by WLGA.

## 2. Key Achievements

During a period of financial pressure across society and within the wider economic climate, the continued provision of Council services has remained vital. The ability to maintain those services while ensuring compliance with Health and Safety legislation represents a significant achievement.

The number of incidents involving members of the public accessing Council-operated resources has decreased. When considered in the context of overall user volumes, the incident rate remains exceptionally low.

A key achievement during has been to recruit a new member of staff to the Corporate Health and Safety Team. The capacity of the Team was reduced due to one member leaving. The recruitment of another staff member to ensure support is provided to the whole Council was essential. The ability to provide a service during the period when the capacity was reduced was an achievement.

The reforming of the Health and Safety Coordinator Group should assist in improving communication, coordination and co-operation across all Services.

## 3. Corporate Management

The Leadership Team (LT) has continued to provide continuity and governance of the Council with regard to general management and actions, with decisions still taken by the Executive Committee. This was supported by meetings of the Corporate Management Team, to enable escalation of any issues to LT to ensure appropriate action can be taken to resolve matters.

## 4. Statistical Information

The data presented below includes all accidents and incidents reported during 2024/25, 23/24 and 22/23. The internal classification of accidents and incidents has been in three categories - Minor, Serious and RIDDOR.

**Minor accidents and incidents** would have been accidents / incidents where the resulting injury or loss was insignificant. This includes accident and incidents which resulted in no injury or loss and the potential outcome may be insignificant if injury or loss had occurred.

**Serious accidents / incidents** are classified where the outcome resulted in significant injury or loss or where there was potential for significant injury or loss. This includes

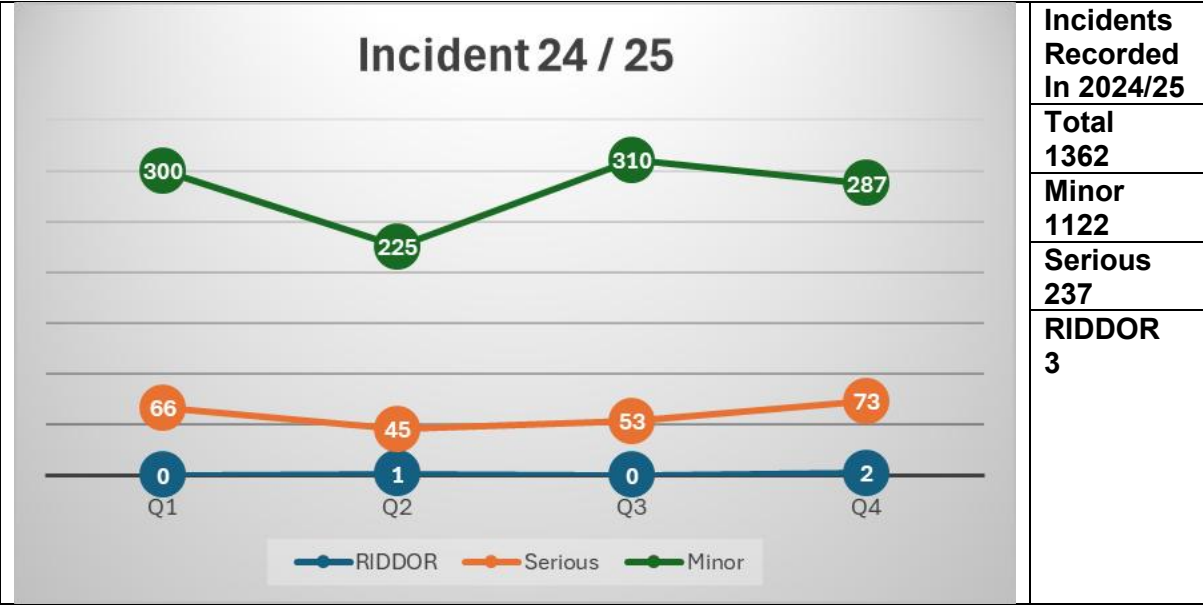
accidents and incidents which resulted in no injury or loss but the potential outcome may be significant if injury or loss had occurred.

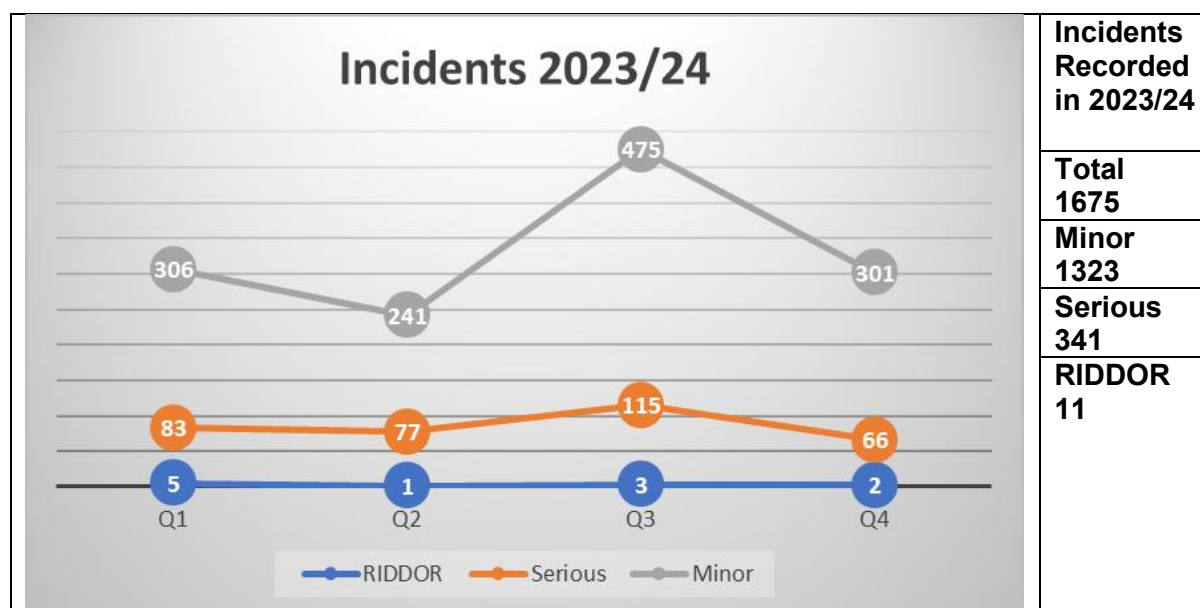
**RIDDOR accidents and incidents** are those which met specific criteria that required reporting to the HSE. The criteria for reporting these types of accidents and incidents are provided within the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations.

Graph 1 below presents the number of accidents and incidents for the whole authority. This includes incidents involving members of the public, service users, school pupils, contractors, facilities as well as employees.

All incidents reported

Graph 1 – All incidents 2024/25



**Graph 2 – All incidents 2023/24****Graph 3 – All incidents 2022/23**

Analysis of graphs 1, 2 and 3 shows an increase in the number of accidents and incidents reported in 2024/25 compared to the previous two years. This rise is considered to reflect a combination of factors, including increased service demand, staffing pressures, and the resumption of full on-site operations following a period of hybrid or reduced activity. Additionally, changes in reporting culture - such as improved awareness, training, and digital reporting tools - may have contributed to more consistent incident capture across departments

As the Council has a duty of care for members of the public as part of the undertaking, incidents recorded for members of public are included in the overall total figures.

Members of the public include, school pupils, pre-school pupils, Youth Club members, Clients in care homes and Leisure facility users.

Incidents for this group can include playground incidents, slip, trip and falls of clients due to mobility, sporting incidents and medical conditions. These are recorded for legal reason should further actions be required

The number for these incidents is presented below in Table 1

**Table 1 – non work activity incidents**

<b>Type of location</b>	<b>Total number of incidents</b>	<b>Total number of users</b>
Schools (Pupils)	404	7949 pupils registered, and in school 190 days.
Dechrau'n Deg & Cylch Meithrin and Youth Club incidents (Pupils and Members)	128	
Leisure Centres (Users)	107	565,574 users over a period of 360 days.
Care Homes and Day Centres (Clients)	191	130 clients receiving care 365 days of the year.
<b>Total</b>	<b>830</b>	

Table 1 indicates there were 830 incidents reported regarding members of public in facilities run by the Council. This is a reduction on last year's total number of incidents - 929.

Each department have the data of the incident types and trends to enable them to identify areas that require interventions.

### **Employee only incidents**

The graphs below present the number of accidents and incidents involving employees only.



**Table 4 – Incidents relating to employee only 2024/25****Table 5 – Incidents relating to employees only 2023/24**

**Table 6 – Incidents relating to employees only 2022/23**

Analysis of graphs 4, 5 and 6 show an increase in the number of incidents in 2024/25 compared to the previous years. It demonstrates an approximate increase of 29% in total incidents between 2022 to 2024.

### Types of incidents

The most significant incidents are presented in a table below, Table 2

**Table 2**

Type of incident	Total
<b>Physical assault Additional Needs</b>	84
This type of incident involves clients or pupils lashing out where possibly there is no intent. There may not be capacity to recognise potential to cause harm.	
<b>Physical assault</b>	147
This type of incident considers the person's intention could be to cause harm. The type of incident varies from pushing to striking a person, there has been physical contact	
<b>Violent incident / Abuse</b>	85
This type of incident involves members of staff receiving abusive or threatening comments from members of public. This may include members of public complaining about issues but in a volatile manner	
<b>Challenging behaviour</b>	64
This involves clients / pupils behaving in a possibly disruptive manner but due to mental capacity issue there may not be intent to cause distress	
<b>Manual Handling</b>	35
Manual Handling incidents occur due to lifting objects or assisting clients	
<b>Slip, Trip and Falls</b>	337
Incidents recorded where an employee has fallen resulting in injury. This could include slippery surfaces or over obstruction	

**Physical assault Additional Needs**

These incidents mainly occurred in Education and Care Section. These related to incidents where the person may have lashed out without the intention of causing injury. There were 62 incidents resulted in a member of staff being struck. Within the Care section this would have resulted in a client risk assessment being undertaken to address the safety needs of both client and staff members. A similar process would be undertaken in specialist education environments.

In general education environment these incidents may have resulted in support from the Early Intervention Team.

**Physical assault**

These incidents were mainly in the Education sector. 50 of these incidents resulted in other pupils being struck. 97 incidents resulted in employees being struck. 87 of those incidents were in Primary Schools. This has been identified as an issue which appear to be on the rise. Monthly meetings have been taking place between Education, Corporate Health and Safety and the Early Intervention team to discuss and provide support to the schools as required.

Further work is planned with a Working Group specifically looking at potential controls to address the issue.

**Violent incident / Abuse**

These incidents occurred in a cross section of the Council. Incidents of verbal abuse over the phone were included in these figures. There were 20 incidents where the verbal abuse was direct at a pupil or member of public within a Council property. 65 incidents were recorded where the verbal abuse was directed at Council employees.

The Managing Contact – Unacceptable Actions by Customers Policy has considered these types of actions and allows for staff to inform the client the behaviour is unacceptable and terminate the phone call. This would then result in an incident form being completed. Where the behaviour is face to face a risk assessment may be undertaken. If it is a public building such as a Leisure Centre or Recycling Centre the possible exclusion from entry may be imposed on the perpetrator.

**Challenging behaviour**

These incidents occurred in Education and Care. The incidents related to pupils or client behaviour being disruptive to the persons present or work being undertaken. This may have resulted in review of the risk assessment. 4 incidents were recorded where Council employees have been affected by the behaviour.

**Manual Handling**

Manual Handling incidents occurred mainly in the care section. This would relate to assisting clients rather than lifting objects. Specific training is provided to enable assisting and lifting clients in line with national guidance.

**Slip, Trip and Falls**

337 incidents of slip, trip and falls were recorded. The fall categories do split further into fall from object and fall from heights. 140 of the slip, trip and falls were recorded for school pupils. This were considered within the acceptable boundaries of general school play. Within the Care Homes and Care Section 158 falls were recorded. This related to clients falling, possibly due to medical conditions and frailty. When a client fall occurs in Care Homes, as fall risk assessment is carried out specific to the client. This would

be to identify the risk of future falls and possible controls to reduce the risk. General slip, trip and falls where employees were the injured party equated to 26 incidents. Another Type of incident is listed as a type of incident on the recording system. This is used for incident where it is difficult to class an incident. This may be where a member of staff has reported something as a concern. A total of 163 incidents were recorded under this heading.

Other types of incidents such as Medical Condition recorded 38 incidents. Of these, 6 were employee related. These incidents provide information on the provision of assistance from staff to pupils, clients and members of the public where a health issue occurred.

There was 36 incidents of property damage or loss recorded.

### **Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013 (RIDDOR)**

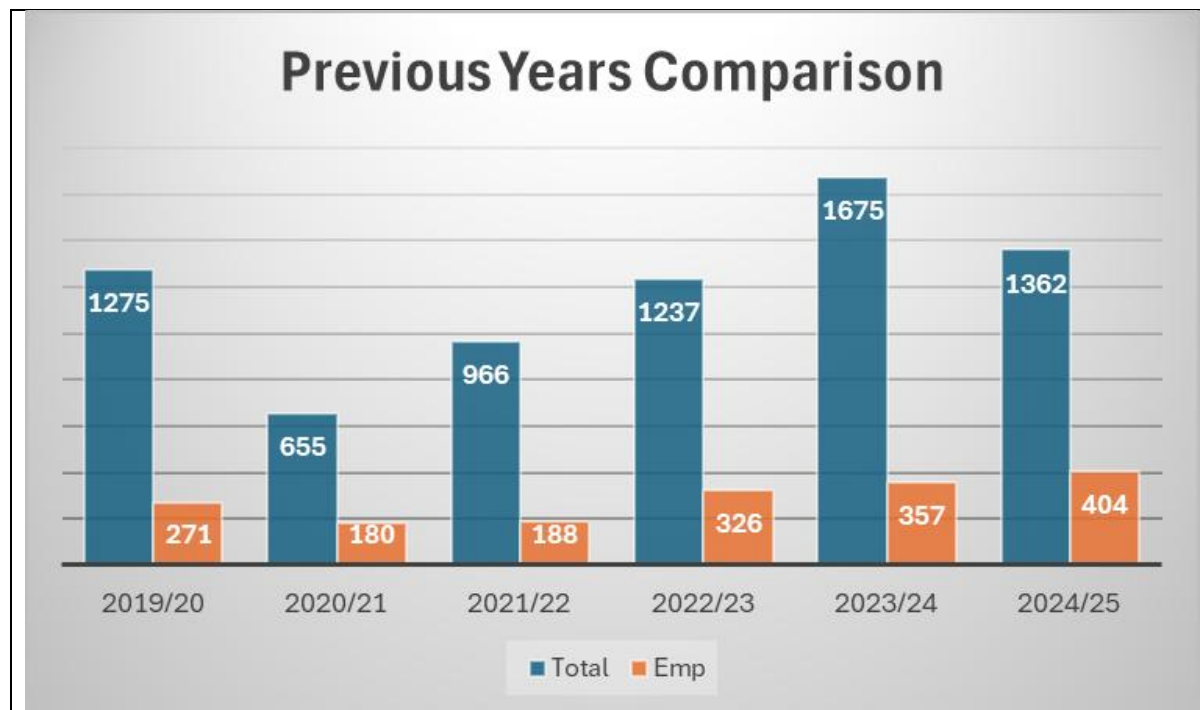
RIDDOR is the law that requires employers, and other people in control of work premises, to report and keep records of work-related accidents which cause death; work-related accidents which cause certain serious injuries (reportable injuries), diagnosed cases of certain industrial diseases; and certain 'dangerous occurrences' (incidents with the potential to cause harm).

Work-related accidents involving members of the public or people who are not at work must be reported if a person is injured and is taken from the scene of the accident to hospital for treatment to that injury. There is no requirement to establish what hospital treatment was provided and no need to report incidents where people are taken to hospital purely as a precaution when no injury is apparent.

A breakdown of the RIDDOR reports is presented below Table 3

**Table 3 RIDDORs reported**

Date	Incident	Reason for report
03/07/2024	Injured Handling/Lifting etc.	Over 7 day
07/02/2025	Injured Handling/Lifting etc.	Over 7 day
14/03/2025	Another kind of accident	Non-employee to Hospital

**Graph 7 - Long Term Comparison**

Due to the Covid19 crisis many work practises were restricted during the period 2019 to 2022. A request was made at a previous Audit Committee meeting to provide a long-term comparison of figures.

The table and graph above illustrates the drop in figures during the period of restriction. The year 2022/23 shows an increase from the period 2020/21 and 2021/2022. This increase was to be expected with the increase of activity. The figures remained below those of 2019/20 which is considered to be the last year before restrictions were implemented.

The increase continued during 2023/24 but there has been a slight reduction in total incidents in 2024/25. The Employee Only incidents have continued to rise.

A number of factors may have contributed to the increase. Raised awareness of the need to report incidents may be a factor. During the Covid period awareness of the need to report incidents was highlighted to staff. Due to the seriousness of the pandemic this reporting culture may have been installed in staff.

## **5. Partnerships**

### **The North Wales Health and Safety Teams**

There has been consultation work between the Corporate Health and Safety Teams in North Wales. This has been on specific topics to enable a similar approach on health and safety controls.

## 6. Joint Consultation

### Health and Safety Group

One Corporate Health and Safety Group meeting has been held during 2024/25. The meeting allowed Health and Safety Co-ordinators from services across the whole of the council to share information.

## 7. Occupational Health Provision

A bilingual Occupational Health Service is provided by Gwynedd County Council, which is managed by the HR Service. There are just over 450 appointments made available to staff each year. These are allocated via line manager referral or self-referral by the member of staff. There are approximately 200 appointments made available to staff who feel they will benefit from physiotherapy these appointments are made by referral from Occupational Health following a consultation.

## 8. Safety Performance

### Corporate Health and Safety Support

Annex A shows a structure outlining the functional areas for Corporate Health and Safety. Each position has defined duties, decision making authority, and reporting lines to the Head of Service of Regulation and Economic Development.

The Corporate Health and Safety Team is managed by the Licensing and Corporate Safety Manager. The Licensing and Corporate Safety Manager reports to the Chief Public Protection Officer who reports to the Head of Service.

The Corporate Health and Safety Team's work plan is part of the Licensing & Corporate Health & Safety Service Plan. The Corporate Health and Safety Team's actions are presented below.

**Table 4 Corporate Health and Safety Team Actions**

Key Actions	Success Criteria (How do we know when you have achieved the Key Action?)	2022 / 2023 Quarterly Targets				Resources Other than own
Ensure the Council effectively undertakes its (internal & external) statutory health & safety duties	Develop Corporate H&S action plan	Q1	Q2	Q3	Q4	
		1			1 draft	
	Review Policies – Online intranet policies up to date	Q1	Q2	Q3	Q4	ICT provide links from Monitor
		Target				
		10	7	9	6	
		Completed				
		10	7	9	6	
	Q1	Q2	Q3	Q4		

and responsibilities	Potential Violent Person/Accidents Risk register. Monitor PVP marker system. Review on a quarterly basis	Target				
		1	1	1	1	
		Completed				
		1	1	1	1	
	Percentage response to Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR) accidents within Local Authority Premises within 5 days	Q1	Q2	Q3	Q4	
		100%	100%	100%	100%	
		Number of RDDORs				
		0	1	0	2	
	Service management meetings. Attend meetings to report on H&S matters as and when required/requested	Q1	Q2	Q3	Q4	Services to arrange meeting and venues
		100% when requested or required				
6		7	2	6		
HS Group meetings. Quarterly meetings. Agendas topic lead.	Q1	Q2	Q3	Q4		
	Target					
	1	1	1	1		
	Completed					
Quarterly Health and Safety Bulletins on live topics. Aiming to create a H&S culture	Q1	Q2	Q3	Q4		
	1	1	1	1		
	100% on request					
	2	2	1	1		
Reactive work to a service level target of an initial response within 1 working day.	Q1	Q2	Q3	Q4		
	Requests per Quarter					
	165	118	130	128		
	A total of 541					
Corporate H&S Annual Report to audit Committee scheduled meeting	Q1	Q2	Q3	Q4		
				1		
Number of planned health & safety	Q1	Q2	Q3	Q4	Reduced figures due to vacant post	
	Target					
	10	10	10	10		
	Completed					

	interventions at Council premises. This is an overall target for the range of activities that are carried out across the local authority. This will include proactive monitoring, inspections and audit, also reactive inspection activities such as incident investigation.	6	7	8	10	
		Q1	Q2	Q3	Q4	
Accident stats	Quarterly reports	1	1	1	1	

## 9. Strategic 2025/26 Action Plan

This will detail the high-level objectives and actions that support continuous improvement in the management of health and safety, and compliance with health and safety legislation.

Strategic Action Plan	
<b>PLAN</b>	<p>Consider current level of compliance with Health and Safety and the desired standard.</p> <p>Decide what wants to be achieved, who will be responsible for what, how to achieve the aims, and how they will be measured.</p> <p>Revise Corporate Health and Safety Policy to reflect the above</p> <p>Decide how performance be measured. This should go beyond looking at accident figures; look for leading indicators as well as lagging indicators.</p> <p>Consider fire and other emergencies. This should include co-ordination in shared workplaces.</p> <p>Plan for changes and identify any specific legal requirements that Apply.</p>
<b>DO</b>	<p>Identify risk profile</p> <p>Assess the risks, identify what could cause harm in the workplace, who it could harm and how, and what is required to manage the risk.</p> <p>Decide what the priorities are and identify the biggest risks.</p> <p>Organise activities to deliver the plan</p>



	<p>Involve workers and communicate, so that everyone is clear on what is needed and can discuss issues – develop positive attitudes and behaviours.</p> <p>Provide adequate resources, including competent advice where needed. Implement your plan</p> <ul style="list-style-type: none"> <li>• Decide on the preventive and protective measures needed and put them in place.</li> <li>• Provide the right tools and equipment to do the job and keep them maintained.</li> <li>• Train and instruct, to ensure everyone is competent to carry out their work.</li> <li>• Supervise to make sure that arrangements are followed.</li> </ul>
<b>ACT</b>	<p>Measure your performance</p> <p>Ensure plan has been implemented – ‘paperwork’ on its own is not a good performance measure.</p> <p>Assess how well the risks are being controlled and if achieving desired outcome.</p> <p>In some circumstances formal audits may be useful.</p> <p>Investigate the causes of accidents, incidents or near misses</p>
<b>Check</b>	<p>Review performance</p> <p>Learn from accidents and incidents, ill-health data, errors and relevant experience, including from other organisations.</p> <p>Revisit plans, policy documents and risk assessments to see if they need updating.</p> <p>Take action on lessons learned, including from audit and inspection reports</p>

## 10. Conclusion

The Council's Corporate Health and Safety Policy sets out clear arrangements for the effective management of health and safety across all services, with defined responsibilities at all staff levels. A range of internal forums—including Corporate Management Team meetings, service-level discussions, and the Health and Safety Coordinators Group, support strong communication and early identification of risks.

The addition of Service Business Managers within each department of the Authority has strengthened information sharing, while the appointment of an Assistant Health and Safety Advisor within the Council's Health and Safety team marks a positive step toward enhancing support across the organisation. Regular health and safety bulletins further promote awareness and informed decision-making among staff.

Monitoring and reporting systems are in place, and incident data from the past year indicates a reduction in total reported incidents, a welcome trend. However, the rise in employee-related incidents, particularly those involving physical assault within Primary Schools, remains a concern. Similar challenges are emerging in other public-facing services, with violent incidents rising from 76 to 85 over the past year.

Proactive steps have been taken in response, including collaboration between Education, Early Intervention, and Corporate Health and Safety teams. Further work is required, and a dedicated working group is being established to address the situation in schools. A similar cross-service group may be beneficial to assess preventative measures Council-wide.

The structures currently in place reflect a strong foundation for managing health and safety. To ensure consistency and resilience across all services, a comprehensive review of these arrangements may be appropriate. The Health and Safety Strategic Action Plan outlined in this report provides a framework from which to develop a more detailed and formal Council-wide Health and Safety Strategic plan.

## **11. Recommendation**

To enhance the Council's health and safety management, the following actions are proposed to establish a consistent, resilient framework for protecting staff, service users, and the public.

The Council should follow the strategic plan for management of Health and Safety and implement the Corporate Health and Safety Action Plan.

Consider the development of working groups to address the possible rise in incidents relating to potential risks from interaction with member of the public.

## Annex A

